

## FREQUENTLY ASKED QUESTIONS | HAWAII

# How to use the online quote tool

KP Quote is an easy to use online tool that will help you generate quotes and print enrollment forms on the fly. See how to use the tool and get answers to the most common user questions below:

## HOW TO DO I GET STARTED?

- Log on to our online quote tool at <https://hi.kpquote.com> and create an account. The site will also be accessible to brokers on [account.kp.org](https://account.kp.org).
- For brokers, please be sure to indicate that you are a broker, your agency name, and if you are appointed with Kaiser Permanente Hawaii.
- Once you set up your account, you can:
  - Generate a quote for a new or existing small group (1 – 50 employees)
  - View and modify existing quotes
  - Print enrollment forms

## HOW DO I GENERATE A QUOTE?

- Go to “Step 2: Get a quote” or go to the “Quote new group” tab.
- Complete the census, then get a quote.

## WHAT IF I OR MY GROUP HAS A LOT OF EMPLOYEES?

- You can download the census form and prepopulate the information.
- The information you will need is name, date of birth, and relationship (e.g., employee, spouse).
- On the Census tab, go to “Templates” where you can “Download member details” to complete the census.
- “Upload member details” with a complete census.
- **NOTE** that the excel sheet columns should not be altered, or it may not generate a quote.

## HOW WILL I GET MY QUOTE?

- When you click “get quote,” a grid of plan options will populate.
- You can download the quote by clicking “Download quote” in either PDF or Excel format.
- You can continue to scroll down for other benefit options or to see detailed benefits for the different plans available.

## WHAT IF I OR MY CLIENT WANTS TO CHANGE THE CENSUS INFORMATION? DO I HAVE TO START OVER?

- No, just visit the “Quote History” tab.
- Find the company name and click “Edit” to modify information on that quote.

## HOW DO I ENROLL?

### *For new groups:*

- Go to tab 5 “How to Enroll.”
- This page has instructions and the necessary paper work available to download and complete the enrollment process.
- A wet signature (not electronic) on page 3 of the proposal is required.
- All documents can be submitted via email, postal mail or fax (see contact information below).

### *For existing groups:*

- Complete the Customer Rate Request Form and enrollment form (if applicable).
- Call the small group account management team at **808-432-5256**.

## ADDITIONAL QUESTIONS OR CONCERNS?

### *For new groups contact:*

Kaiser Permanente Hawaii – Sales Department  
Monday through Friday, 8 a.m. to 5 p.m.

**Hi-sales@kp.org**

Phone: **808-432-5919** (Oahu)  
or **1-866-381-3044** (neighbor islands)  
Secure Fax: **1-877-661-2747**

### *For existing small groups contact:*

Kaiser Permanente Hawaii –  
Small Group Account Management  
Monday through Friday, 8 a.m. to 5 p.m.

Phone: **808-432-5256 (option 3)** (Oahu)  
or **1-866-381-3044** (neighbor islands)  
Secure Fax: **1-877-661-2747**